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January 3, 2005

VIA FACSIMILE  
(Total No. of Pages Transmitted: 17)

To: Examiner Wen Tai Lin  
Group Art Unit No. 2154  
U.S.P.T.O.

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From: Frederick E. Cooperrider

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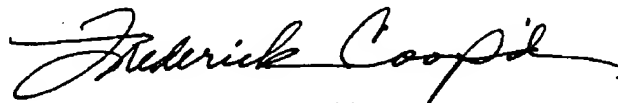
Re: Enclosed Amendment Under 37 C.F.R. § 1.116  
U.S. Patent Application Serial No. 09/559,065  
Attorney Docket No. YOR999-479  
Our Reference: YOR.146

Dear Examiner Lin:

Enclosed is an Amendment Under 37 C.F.R. § 1.116 responsive to the Final Office Action mailed on November 2, 2004, which we request that you enter and which should place the above-referenced case in condition for allowance.

Thank you in advance for your kind consideration on this case.

Very truly yours,



Frederick E. Cooperrider  
Registration No. 36,769

FEC/jkm  
Enclosure

JAN 03 2005

S/N 09/559,065  
Docket: YOR919990479US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Goldszmidt, et al.

Serial No.: 09/559,065

Group Art Unit: 2154

Filed: April 28, 2000

Examiner: Lin, Wen Tai

For: METHOD AND APPARATUS FOR DYNAMICALLY ADJUSTING  
RESOURCES ASSIGNED TO PLURALITY OF CUSTOMERS, FOR  
MEETING SERVICE LEVEL AGREEMENTS (SLAs) WITH MINIMAL  
RESOURCES, AND ALLOWING COMMON POOLS OF RESOURCES TO  
BE USED ACROSS PLURAL CUSTOMERS ON A DEMAND BASIS

Commissioner for Patents  
Alexandria, Virginia 22313-1450

**AMENDMENT UNDER 37 C.F.R. §1.116**

Sir:

In response to the Office Action dated November 2, 2004, please amend the  
above-identified application as follows: